Customer Service Report for the ADB

For the period: Saturday, March 01, 2008 12:00:00 AM to Monday, March 31, 2008 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ADB	WEB	Other	DCS	ADB	Other	DCS	ADB	Other	To Close
Accounts											
Access/Login	3	0	0	0	0	0	0	3	0	0	7
Account Lockout	1	0	0	0	0	0	0	1	0	0	4
Password Reset	2	0	0	0	0	0	0	2	0	0	4
ADB											
Connectivity	9	0	0	1	2	0	1	6	0	1	9
DELPRO	56	0	0	2	2	1	2	39	10	4	8
Fellowship Pmt Syst	16	0	0	0	0	2	0	2	11	1	6
General Info	16	0	0	0	2	0	1	11	0	2	11
GUI	1	0	0	0	0	0	0	1	0	0	0
ID Reactivation	178	0	0	0	0	0	0	178	0	0	5
Keyword	28	0	0	1	0	0	0	28	1	0	6
Purchase card	0	0	0	1	0	0	0	0	0	1	25
Registration	1	0	0	0	0	0	0	1	0	0	11
Reports	1	0	0	0	0	0	0	0	1	0	30
Security	1	0	0	0	0	0	0	1	0	0	14
Travel	0	0	0	1	0	0	0	0	0	1	13

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	DCS	ADB	WEB	Other	DCS	ADB	Other	DCS	ADB	Other	To Close
Application Support											
COTS-QWS3270-Un/Install	1	0	0	0	0	0	1	0	0	0	0
Specialized Application	0	0	0	1	0	0	0	0	0	1	0
OS/390											
Printer/VPS	1	0	0	0	0	0	0	1	0	0	7
Security & RACF	1	0	0	0	0	0	0	1	0	0	15
Grand Total:	**316**	**0**	**0**	**7**	**6**	**3**	**5**	**275**	**23**	**11**	**6**

Total Tickets Closed:	**309**
Total Tickets Assigned/Pending/Checked Out:	**14**
	323